

# Department of Health Services



## Agency Performance Dashboard

Q1 FY2017

### Economic Development

#### Assist participants in the FoodShare Employment and Training (FSET) Program to gain employment

**Metric Definition** DHS has 11 FSET regions across the state. The data reflect the total number of program participants that all 11 regions report gaining employment during the reporting period in question.



Goal Met	Current	Previous	Target	Trend
	3,391	3,614	1,500	

**Reporting Cycle** Quarterly (July 1, 2017 - September 30, 2016)

**Additional Details** Recent reforms of the FoodShare Employment and Training (FSET) Program are designed to help FoodShare members, especially able-bodied adults between ages 18 and 49 with no minor children living in their home, to transition to the workforce by increasing opportunities for education, vocational training and active engagement in the workforce. The overall goal is assist Wisconsin residents to move from dependence on government programs to the independence and dignity that comes with working hard to build a prosperous future of their own choosing. DHS has set a target of at least 500 program participants a month (1,500 a quarter) gaining employment. See the DHS FSET program website for additional program data.

#### Project SEARCH employment rate

**Metric Definition** The percentage of Project SEARCH graduates employed after completion of the program. Employment is measured one year after completion for each school year. The criteria for "successful employment rate" is non-seasonal work, paid minimum wage or above, working at least 16 hours per week.

Goal Met	Current	Previous	Target	Trend
	88% (2015)*	85% (2014)*	85%	

**Reporting Cycle** Annual (school year: September - August)  
\*2016 results will be available in October 2017



**Additional Details** Project SEARCH is a business led collaboration that enables young adults with disabilities to gain and maintain employment through training and career exploration. Of the 57 students who graduated in 2014, 50 were employed and worked an average of 23 hours per week. The percentage increased from 2014 to 2015, exceeding the target of maintaining an 85% rate. Note that for 2015, reported employment date is as of June of 2016, which is one year after completion for most sites, but only 10 months after completion for one site with participants graduating in August; however, this is the most recent data available.

## Reform and Innovation

### Reduce the number of Emergency Detention (ED) admission of youth to Winnebago Mental Health Institute (WMHI)

**Metric Definition** This measure tracks the trend in the number of youth under age 18 admitted to WMHI as an ED. The target is to reduce EDs by 5% per quarter when compared with the same quarter for the previous year.

#### ED admission rate - youths under 18

Goal Met	Current	Previous	Target	Trend
	22.1% (increase)	4.9% (increase)	5%	



**Reporting Cycle** Quarterly (July 1, 2016 - September 30, 2016)

**Additional Details** Division of Mental Health and Substance Abuse Services (DMHSAS) provides \$500,000 a year in funding for regional crisis intervention services targeted to reduce the number of youth who are subjected to EDs. We currently are in the second year of this five year funding commitment. DHS is providing other financial support to expand and improve crisis intervention services, including \$250,000 for developing mobile crisis services, and \$1.5 million to support compliance with new legislation on use of mental health professionals to complete crisis assessments. In conjunction with DCF, the counties, and the Office of Children's Mental Health, DHS has developed a number of other program measures for regional grantees aimed at reducing the incidence of EDs for children, through more effective community interventions.

## Efficient and Effective Services

### Sustain timely processing of applications for Medicaid and FoodShare benefits

**Metric Definition** The Department of Health Services' Income Maintenance program is responsible for reviewing applications for Medicaid, FoodShare, and other state benefits, and for determining eligibility.



Goal Met	Current	Previous	Target	Trend
	98.26%	98.27%	95%	

**Reporting Cycle** Quarterly (July 1, 2016 - September 30, 2016)

**Additional Details** Ten Income Maintenance Consortia across the state and the DHS-managed Milwaukee Enrollment Services program (aka. Miles) are responsible for reviewing applications for state benefits and for determining eligibility. The Consortia processed 49,465 applications in September of 2016. In addition to processing new applications, it reported 669,845 active cases to manage.

### Maintain Intensive Treatment Program (ITP) bed capacity at state centers

**Metric Definition** The number of Intensive Treatment Program (ITP) beds at the Wisconsin State Centers serving Intellectually Disabled/Developmentally Disabled (ID/DD) individuals with complex behavioral health needs. Capacity is defined as the number of beds that can treat individuals needing ITP services, regardless of each individual's treatment needs.

Goal Met	Current	Previous	Target	Trend
	40	40	40	



**Reporting Cycle** Quarterly point-in-time (current October 1, 2016)

**Additional Details** ITP beds are a critical component of the long-term care system to ensure ID/DD individuals with complex behavioral health needs can receive the necessary short-term treatment that help preserve community placements. ITP bed capacity may be filled, available, not filled and unavailable due to the needs of other individuals receiving treatment, or not filled and unavailable due to staffing limitations. For example, if an individual's treatment needs require other beds in an apartment to remain vacant, those beds are not filled and unavailable due to the needs of individuals currently receiving treatment. Currently, 24 of 40 beds are currently filled, 15 beds are not filled and unavailable due to treatment needs, and 1 bed is available. The current quarterly target is to sustain the 40-bed capacity, as we explore the feasibility of adding four beds by the end of the year.



### Increase immunization rates for residents at Long Term Care facilities

**Metric Definition** This measures the percentage of long-stay residents in nursing homes assessed and appropriately immunized for influenza and pneumococcal disease. Increasing the influenza and pneumococcal immunization rate is a primary prevention strategy to prevent illness, thereby decreasing the use of antibiotics, which is the single most important factor leading to antibiotic resistance.

#### Influenza Immunization - Residents

Goal Met	Current	Previous	Target	Trend
	97% (2016)	82% (2015)	90%	

#### Pneumococcal Immunization - Residents

Goal Met	Current	Previous	Target	Trend
	97.4% (2016)	85% (2015)	90%	



**Reporting Cycle** Quarterly (July 1, 2016 – September 30, 2016)

**Additional Details** Preventing infections by increasing immunization rates is one of four core actions under a larger public health initiative to combat antibiotic resistance through increased awareness and promotion of antibiotic stewardship, and expansion of primary prevention strategies to include promoting resident and staff immunization. Influenza and pneumonia are listed among the top 10 causes of death in Wisconsin for individuals 65 and older. The Division of Quality Assurance has re-evaluated available data and will now use immunization data obtained from the Centers for Medicare & Medicaid Services (CMS) Nursing Home Compare website. Information from the CMS website more accurately reflects immunization rates in Wisconsin nursing homes because it factors in individuals who were vaccinated outside the facility, individuals who were offered the immunization and declined and individuals who were medically ineligible to receive the vaccine. CMS reports this data quarterly on the Nursing Home Compare website at: <https://www.medicare.gov/nursinghomecompare/search.html>

## Reduce the number of re-admissions of youth to the Winnebago Mental Health Institute (WMHI)

**Metric Definition** The re-admission rate indicates the rate at which youth under the age of 18 are re-admitted within 30 days of being released, as compared with the previous quarter.

### Re-Admission Rate - Youths under 18

Goal Met	Current	Previous	Target	Trend
	10.4%	9.9%	8%	



**Reporting Cycle** Quarterly (July 1, 2016 - September 30, 2016)

**Additional Details** Re-admission rates are broadly viewed nationally as a measure that reflects the extent to which treatment, discharge planning, and community support processes routinely meet patient needs. The target rate of 8% is based on national averages, which reflect the averages of all psychiatric hospitals and units (not just those required to accept all emergency detentions). DHS is working to reconfirm the target rate through identifying the latest target specifically established by youth re-admissions set nationally.

## Customer/Taxpayer Satisfaction

### FoodShare and Medicaid overpayments established

**Metric Definition** The Office of Inspector General (OIG), in collaboration with local agencies, investigate alleged fraudulent activity by FoodShare and Medicaid recipients. This activity is measured by the dollar amount of claims established as overpayments due back to these programs resulting from OIG and agency investigations.

Goal Met	Current	Previous	Target	Trend
	\$5,069,710	\$2,761,302	\$2,500,000	

**Reporting Cycle** Quarterly (July 1, 2016 - September 30, 2016)

**Additional Details** The goal (as identified in the 2015-17 biennial budget) is to establish claims of \$10 million annually which translates to a quarterly goal of \$2,500,000 in overpayments established. Due to the cyclical nature of this measure, we are comparing the data quarter-for-quarter with the same quarter for the previous year.